

Benefit claims: Matrix & Legacy

1 January 2017 - 31 May 2017

Summary: Benefit claims

Disability claims

	Total Claims	%	Gross Amount
Admit	157	89.20%	R 114,247,482.66
Decline	19	10.80%	R 10,273,325.49
Total	176	100.00%	R 124,520,808.15

Reasons for decline (Disability claims)	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	5	26.32%	R 2,528,076.00
General exclusions	0	0.00%	R 0.00
Specific underwriting exclusions	1	5.26%	R 613,189.00
Benefit definition not met	13	68.42%	R 7,132,060.49
Declined as the waiting period has not yet expired	0	0.00%	R 0.00
Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	0	0.00%	R 0.00
Benefit doesn't exist	0	0.00%	R 0.00
Condition not covered by benefits	0	0.00%	R 0.00
Total	19	100.00%	R 10,273,325.49

Accident claims

	Total Claims	%	Gross Amount
Admit	16	44.44%	R 5,090,868.12
Decline	20	55.56%	R 8,956,988.00
Total	36	100.00%	R 14,047,856.12

Reasons for decline (Accident claims)	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	0	0.00%	R 0.00
General exclusions	0	0.00%	R 0.00
Specific underwriting exclusions	0	0.00%	R 0.00
Benefit definition not met	17	85.00%	R 7,767,497.00

Declined as the waiting period has not yet expired	0	0.00%	R 0.00
Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	1	5.00%	R 267,806.00
Benefit doesn't exist	0	0.00%	R 0.00
Condition not covered by benefits	2	10.00%	R 921,685.00
Total	20	100.00%	R 8,956,988.00

Trauma claims (including Child illness and Injury)

	Total Claims	%	Gross Amount
Admit	294	79.03%	R 109,667,244.08
Decline	78	20.97%	R 38,966,474.00
Total	372	100.00%	R 148,633,718.08

Reasons for decline (Trauma claims)	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	4	5.13%	R 1,832,005.00
General exclusions	7	8.97%	R 4,254,976.00
Specific underwriting exclusions	1	1.28%	R 700,000.00
Benefit definition not met	57	73.08%	R 27,798,989.00
Declined as the waiting period has not yet expired	0	0.00%	R 0.00
Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	0	0.00%	R 0.00
Benefit doesn't exist	1	1.28%	R 1,500,000.00
Condition not covered by benefits	8	10.26%	R 2,880,504.00
Total	78	100.00%	R 38,966,474.00

Income Protector Claims

	Total Claims	%	Gross Amount
Admit	94	94.95%	R 4,032,419.00
Decline	5	5.05%	R 138,273.00
Total	99	100.00%	R 4,170,692.00

Reasons for decline (Income Protector claims)	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	0	0.00%	R 0.00
General exclusions	0	0.00%	R 0.00
Specific underwriting exclusions	1	0.00%	R 41,327.00
Benefit definition not met	2	0.00%	R 47,000.00
Declined as the waiting period has not yet expired	2	0.00%	R 49,946.00

Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	0	0.00%	R 0.00
Benefit doesn't exist	0	0.00%	R 0.00
Condition not covered by benefits	0	0.00%	R 0.00
Total	5	0.00%	R 138,273.00

Functional Impairment Claims			
	Total Claims	%	Gross Amount
Admit	16	53.33%	R 7,314,943.87
Decline	14	46.67%	R 9,519,050.00
Total	30	100.00%	R 16,833,993.87

Reasons for decline (Functional Impairment claims)	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	3	21.43%	R 1,172,745.00
General exclusions	0	0.00%	R 0.00
Specific underwriting exclusions	0	0.00%	R 0.00
Benefit definition not met	10	71.43%	R 7,725,305.00
Declined as the waiting period has not yet expired	0	0.00%	R 0.00
Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	0	0.00%	R 0.00
Benefit doesn't exist	0	0.00%	R 0.00
Condition not covered by benefits	1	7.14%	R 621,000.00
Total	14	100.00%	R 9,519,050.00

Physical Impairment Claims			
	Total Claims	%	Gross Amount
Admit	3	30.00%	R 1,544,775.40
Decline	7	70.00%	R 4,754,734.00
Total	10	100.00%	R 6,299,509.40

Reasons for decline (Physical Impairment claims)	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	1	14.29%	R 17,595.00
General exclusions	0	0.00%	R 0.00
Specific underwriting exclusions	1	14.29%	R 850,000.00
Benefit definition not met	5	71.43%	R 3,887,139.00
Declined as the waiting period has not yet expired	0	0.00%	R 0.00
Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	0	0.00%	R 0.00

Benefit doesn't exist	0	0.00%	R 0.00
Condition not covered by benefits	0	0.00%	R 0.00
Total	7	100.00%	R 4,754,734.00

Sickness Benefit Claims

	Total Claims	%	Gross Amount
Admit	515	95.90%	R 23,720,595.00
Decline	22	4.10%	R 723,438.00
Total	537	100.00%	R 24,444,033.00

Reasons for decline (Sickness Benefit claims)

	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	8	36.36%	R 172,346.00
General exclusions	0	0.00%	R 0.00
Specific underwriting exclusions	3	13.64%	R 94,750.00
Benefit definition not met	6	27.27%	R 294,632.00
Declined as the waiting period has not yet expired	3	13.64%	R 101,223.00
Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	0	0.00%	R 0.00
Benefit doesn't exist	1	4.55%	R 40,000.00
Condition not covered by benefits	1	4.55%	R 20,487.00
Total	22	100.00%	R 723,438.00

Accidental Disability

	Total Claims	%	Gross Amount
Admit	2	66.67%	R 2,726,283.00
Decline	1	33.33%	R 200,000.00
Total	3	100.00%	R 2,926,283.00

Reasons for decline (Accidental Disability claims)

	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	0	0.00%	R 0.00
General exclusions	0	0.00%	R 0.00
Specific underwriting exclusions	0	0.00%	R 0.00
Benefit definition not met	1	100.00%	R 200,000.00
Declined as the waiting period has not yet expired	0	0.00%	R 0.00
Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	0	0.00%	R 0.00
Benefit doesn't exist	0	0.00%	R 0.00
Condition not covered by benefits	0	0.00%	R 0.00
Total	1	100.00%	R 200,000.00

Comprehensive and Living protector: Loss of income			
	Total Claims	%	Gross Amount
Admit	0	#DIV/0!	R 0.00
Decline	0	#DIV/0!	R 0.00
Total	0	#DIV/0!	R 0.00

Reasons for decline (Comprehensive and Living Protector : Loss of income claims)	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	0	#DIV/0!	R 0.00
General exclusions	0	#DIV/0!	R 0.00
Specific underwriting exclusions	0	#DIV/0!	R 0.00
Benefit definition not met	0	#DIV/0!	R 0.00
Declined as the waiting period has not yet expired	0	#DIV/0!	R 0.00
Policy lapsed	0	#DIV/0!	R 0.00
Premium position not in order	0	#DIV/0!	R 0.00
Cover not in force	0	#DIV/0!	R 0.00
Benefit doesn't exist	0	#DIV/0!	R 0.00
Condition not covered by benefits	0	#DIV/0!	R 0.00
Total	0	#DIV/0!	R 0.00

Comprehensive and Living protector: Retrenchment			
	Total Claims	%	Gross Amount
Admit	13	86.67%	R 1,022,363.08
Decline	2	13.33%	R 32,391.80
Total	15	100.00%	R 1,054,754.88

Reasons for decline (Retrenchment)	Total Claims	%	Rand value
Non-disclosure/Deterioration in risk/ Misrepresentation	0	0.00%	R 0.00
General exclusions	0	0.00%	R 0.00
Specific underwriting exclusions	0	0.00%	R 0.00
Benefit definition not met	1	50.00%	R 8,000.00
Declined as the waiting period has not yet expired	0	0.00%	R 0.00
Policy lapsed	0	0.00%	R 0.00
Premium position not in order	0	0.00%	R 0.00
Cover not in force	0	0.00%	R 0.00
Benefit doesn't exist	0	0.00%	R 0.00
Condition not covered by benefits	1	50.00%	R 24,391.80
Total	2	100.00%	R 32,391.80

Insurance



Financial Planning



Retirement



Investments



Wealth